

W-02250A-14-0028



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ARIZONA CORPORATION COMMIS

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 116439

Date: 5/28/2014

Complaint Description:

04D Service - Not Working

05C Quality of Service - Customer Service Contact

ORIGINAL

First:

Last:

Complaint By:

Betty

Smith

Account Name:

Betty Smith

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City:

Sanders

CBR:

State:

AZ

Zip: 86512

is: E-Mail

Utility Company:

Arizona Windsong Realty, Inc.

Division:

Water

Contact Name:

Contact Phone:

Nature of Complaint:

May 21, 2014

Ms. Betty Smith | Mrs. Shirley P. Begay | Mrs. Devonna Thomas

Post Office Box

(
Sanders (Apache County), Arizona 86512-0181

Arizona Corporation Commission


DOCKETED

MAY 29 2014

Arizona Corporation Commission

1200 West Washington

Phoenix, Arizona 85007

DOCKETED BY 

RE: Arizona Windsong Water Company Inc. | Mr. & Mrs. Patton Earl Paulsell

2014 MAY 29 PM 4:18

AZ CORP COM
DOCKET COM
FILED

My name is Betty Smith and I had received your reply that you will send my letter to the proper department who will address this situation concerning Mr. Patton Earl Paulsell. Remember, he was the sole owner of the water rights to Park Estates and owner of Arizona Windsong Water Company Inc. here in Sanders, Arizona. As I mentioned before he alone was operating and maintaining our water and water meter but had just recently passed away and has now transferred responsibility of the company to Mrs. Lillian Paulsell.

In summary, months ago, we received a letter indicating that Mr. Paulsell was going to raise the water rates. Along with the cost of usage of water we used, he was charging additional fees to the extra mobile homes that are connected on a single water meter on Lot # 18 - Park Estates. Park Estates are sections of acres of private land that many paid to build homes located in the middle of a small town of Sanders, Arizona (1-40/SR-191). He charged \$9.00 to each of the mobile homes but then he had raised that \$9.00 to \$15.00. On my mother's latest bill statement, Mrs. Paulsell calculated the \$30.00 to \$45.00. (On that particular billing statement, there is a couple of whiteout to correct her errors.) That is \$24.50 to each of the mobile homes (2) to my mother's water meter reading cost, which include my mobile home that has no plumbing system to receive running water.

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After his passing, his wife was represented by Roshka DeWulf & Patten, PLC, who went before the Arizona Corporation Commission (Docket No. W-02250A-14-0028) for a Motion for Emergency/Interim Surcharge: "\$30.00 per month which will remain in effect until the Commission issues a final order in this general rate case." Approximately 61 customers are effected to this so called "emergency surcharge" which will generate approximately \$1,830.00 per month. According to the legal letter sent to your office, Mrs. Paulsell was suppose to hire a certified operator and this was suppose to also cover his salary. Someone should question Mr. Terry Oldham's certification and his intention of how long he will service our water system because word has come to me that he disliked the idea of being employed to Mrs. Paulsell and does not want to maintain the sanitation of the drinking water that we rely on. Since the time I wrote to your office, many residents in Park Estates had received low pressure of water or no water at all for many hours of the day and sometimes a couple of days at a time, this also includes my mother's lot. These days occurs from time to time with no explanation from Mrs. Paulsell why this was happening. We had a yard sale this past weekend on my mother's lot and Mrs. Paulsell was one of the customers that we graciously appreciated her presence in our community. For a while there, we wondered where she was at for she had disconnected her company and home phone number, which is the same phone number that is listed on the bill statement? Just how can Mrs. Paulsell run a company when they never have any sort of foundation of business ethic in the first place. While she was "shopping," I just happen to be there when she had received a phone call; she indicated to that caller that someone from Phoenix, Arizona had been inspecting the water lines and she was instructed to shut off the water during the day. She also said that whatever questions that "they" ask her they were to contact her lawyers.

All these years, since moving to Park Estates, it has been very frustrating when we question the water system and water meter. I am losing any confidence with this company who is suppose to keep the maintenance of the water system along with the requirements of water tests for drinking purposes. We are getting many of Mrs. Paulsell's customers, complaining about the water rates and safety of the drinking water. It is really getting out of hand; however, what's very important to us is that we need to come to a reasonable assurance for our mother as well for us too for we would like to continue to receive water for our many purposes. We have an addition to our family, a great grand-daughter of 2 weeks old and we need to know if the water is safe to use for bathing her and making formulas.

Mrs. Paulsell is well over the age of retirement with two children that never visit her and we are wondering who is going to take over her company when she no longer has the ability to think for herself? A very frightful thought! Park Estates residents are trying to get a meeting together and I will suggest an audit must to be done on this company.

Sincerely,

Ms. Betty Smith
E-mail:

Copies of the first letter, along with this letter, will be sent to Arizona Corporation Commission - Utilities Division (Phoenix, AZ and Tucson, AZ). Also, a letter of concern will be send to Congress Kirkpatrick to her Flagstaff, Arizona office, Gallup Independent - Gallup, New Mexico, The Arizona Republic - Phoenix, Arizona

Copies of this letter sent to:

Docket Control - Arizona Corporation Commission

Mr. Bob Stump, Chairman
Commissioner Gary Pierce

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Commissioner Brenda Burns
Commissioner Bob Burns
Commissioner Susan Bitter Smith

Lyn A. Farmer, Esq., Chief Administrative Law Judge
Hearing Division - Arizona Corporation Commission

Janice Alward, Esq.
Chief Counsel, Legal Division - Arizona Corporation Commission

Steven Olea, Director
Utilities Division - Arizona Corporation Commission

Arizona Corporation Commission - Utilities Division
End of Complaint

Utilities' Response:

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Investigator's Comments and Disposition:

Opinion noted and filed in Docket No. W-02250A-14-0028. closed
End of Comments

Date Completed: 5/29/2014

Opinion No. 2014 - 116439
